



ITS OPERATIONS

SEARCH ENGINE PROVISIONING & CHANGE PROCEDURES

Effective: October 1, 2005
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Owner: Dale Hicks

ADDING THE SEARCH ENGINE TO A WEBSITE

Java code to add the search engine to a website is available from the ITS Production Hosting Group

To request the code

1. Go to <http://its.utah.gov/>.
2. Select Products and Services.
3. Select Enterprise Search Engine.
4. Click on the link to send an email to prodhosting@utah.gov. The subject line must say "SEARCH.UTAH.GOV REQUEST"
5. The email will be sent to the ITS Production Hosting Group and a rule will generate emails to the on-call person and the ITS Help Desk.

Help Desk Role

The ITS Help Desk initiates a Remedy Change Request order, which is assigned to the ITS Production Hosting Group. This ensures that the customer's request is tracked and followed through the process. The On-Call person will take the new request and complete it.

Production Hosting Group Role

The Production Hosting Group contacts the customer to gather additional information if needed and provides the necessary code.

CHANGES TO THE SEARCH ENGINE

Changes to the search engine are only accepted from authorized State employees. A primary contact is maintained for each search database. Changes to starting URLs included in a database may be done at the discretion of the agency involved. Some changes affecting all users of the search engine must also be approved by the search engine governing group/process.

All changes will be implemented within one business day of receipt or approval. **If a faster response is desired, the requester can call the ITS Help Desk at 801-538-3440 or 1-800 678-3440 and ask that the request be expedited. The Help Desk will contact the on-call person.**

Changing starting URLs included in a Database

1. The primary contact will send an email to prodhosting@utah.gov with the desired changes. The subject line must say "SEARCH.UTAH.GOV REQUEST."
2. The Production Hosting Group will evaluate the changes. If everything is in order the changes will be scheduled and made within one business day.
3. The Production Hosting Group will contact the requester if there are any problems with the request.

Adding a Database

1. Designate a primary contact for the new database.
2. The primary contact will send an email to prodhosting@utah.gov requesting the database addition and stating the primary contact.
3. The Production Hosting group will evaluate the changes. If everything is in order the changes will be scheduled.
4. Since database additions require an IDOL server restart, they must be scheduled in a deployment window. (As of 9/21/2005, deployment windows are each Tuesday, Thursday, and Sunday at 9PM.) The database will be added on the next deployment window.
5. The Production Hosting Group will contact the requester if there are any problems with the request.

Miscellaneous Changes

1. Other changes (requests to purge records, changes graphics, etc) are also requested as above.
2. The Production Hosting Group will evaluate the requested changes, including whether the change should be reviewed by the search engine governing group/process.
3. If review is appropriate, the Production Hosting Group will submit it and notify the requester. No further action will be taken until the request is approved.
4. Depending on the specific request, some miscellaneous changes may take more than one business day to implement, or may need to be done during a deployment window. The Production Hosting Group will work with the requester in those cases to schedule the change.